

**MSDGC SEWER BACKUP (SBU) CALL CENTER SUPPORT SERVICES
RFP #2016-008**

Date Issued: June 13, 2016

ADDENDUM No. 1

This addendum will only be available for viewing on the City of Cincinnati website at <https://data.cincinnati-oh.gov/Fiscal-Sustainability-Strategic-Investment/Procurement-Opportunities-and-Contract-Awards/pid3-z56k>.

The attention of all Offerors is directed to the following additions and/or deletions to the Request for Proposals (RFP).

The RFP for the above referenced project is amended and revised and clarified by the following Q & A:

RFP QUESTIONS AND ANSWERS

**Q1. Whether companies from Outside USA can apply for this?
(like from India or Canada)**

A1. *Proposals will be accepted from all interested offerors. Please note there is a requirement to sometimes provide onsite staffing at the Metropolitan Sewer District of Greater Cincinnati (MSDGC) office in Cincinnati Ohio within 60 minutes of notification, however, and that offerors' proximity to this office is one point upon which proposals will be evaluated.*

Q2. Whether we need to come over there for meetings?

A2. *There is no pre-bid meeting. Meetings at MSDGC offices between MSDGC and the successful offeror are expected for purposes of training and ongoing management of the project.*

**Q3. Can we perform the tasks (related to RFP) outside USA?
(like from India or Canada)**

A3. *MSDGC has set forth no requirement for location of call-takers, but again, please note there is a requirement to provide onsite staffing at the MSDGC office in Cincinnati Ohio within 60 minutes of notification, and that offerors' company office proximity to this MSDGC office is a point upon which proposals will be evaluated*

Q4. Can we submit the proposals via email?

A4. *Not on this particular RFP; we are requiring one (1) hard-bound "original" and three (3) hard-bound copies as well as one (1) electronic copy in pdf format on a CD, DVD or flash drive.*

Q5. We foresee the need for call forwarding services. Is the District OK with that service being part of our solution?

- A5. *Please elaborate: what are the possible scenarios or circumstances under which you anticipate call forwarding would be needed, to whom would you be forwarding these calls, and what is the frequency with which you expect to use it?*
- Q6. **Shall any licensing associated with the project be assigned to the contractor or the District?**
- A6. *Please clarify what sort of licensing you are asking about.*